

# MALCOLM EDWARDS



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Consultative Strategist · Systems Thinker · People-Centered Leader · Process Transformer

## IT Program Manager & ServiceNow Product Owner

Tax & Financial Services, Enterprise Services, IT Governance - H&R Block Mar 2016 – Jan 2025

### Stakeholder & Leadership

- Strategic direction and process and capability maturation for IT Service Management Program, overseeing CMDB/Configuration, Change, Knowledge, Incident, and Problem Management, enabling ITIL processes to support successful infrastructure transition to Azure Cloud.
- Chaired Root Cause, CAB, and Major Incident reviews, producing executive-ready risk and performance insights. Managed Corrective Actions and follow-up activities for Major Incidents. Documented RCA findings into catalog of Incidents and Known-Errors. Invoked GenAI to structure assembled notes from Major Incident logs, notes, and RCA into standardized documentation. Integrated CI/CD deployments into automated Change Management workflows.
- Partnered with project managers to define and adopt testing and compliance standards across projects

### Systems & Process Leadership

- Directed enterprise ServiceNow migrations and integrations, modernizing IT and Enterprise Service Management processes and embedding platform governance across IT and business functions.
- Served as Product Manager and Scrum Master for Agile platform development, maintaining road maps, grooming stories, and tracking delivery performance over multiple release cycles
- Implemented Architected multiple module implementations (Case Management, GRC, HR, Vendor Risk, Vulnerability) and cross-platform integrations (RPA, IT Asset, Facilities) that scaled operational capabilities enterprise-wide.
- Established a continual process maturity road map, standardizing Agile delivery, platform health monitoring, and compliance, development, and data governance practices.

### Analysis & Reporting

- Built dashboards in ServiceNow, Azure, Power BI, Tableau, and Grafana to increase risk and compliance visibility across the enterprise
- Created automated incident and change review documents using retrieval-augmented generation to reduce reporting effort

### Compliance & Risk Enablement

- Ensured workflows and procedures complied with GDPR, HIPAA, SOX, SOC2, CCPA/CPRA, AML, FINRA, KYC, and GLBA requirements
- Designed audit-ready processes for privacy and risk controls, and trained teams in vulnerability management, access management, and firewall/whitelisting practices
- Produced compliance dashboards to support managers, service owners, and auditors

### Service Management Leadership

- Served as ServiceNow Product Owner, Architect, System Administrator, and IT Service Management ombudsman, aligning platform road map with business, compliance, and enterprise needs
- Chaired major incident and change reviews, fostering collaboration among IT and business stakeholders
- Mentored cross-functional teams on workflows, compliance practices, and analytics adoption, driving continuous service and process capability and maturation improvement.

## IT Service Management Manager, Software Quality Assurance Manager

Financial Services & Regulated Industries — UMB Bank, NA Sep 2006 – Oct 2015

### Systems & Process Leadership

- Directed QA and ITSM teams supporting ServiceNow administration, Service Desk, and ITIL practices including Incident, Change, Configuration, Request, and Problem Management
- Aligned delivery with Waterfall and Agile methods, developing project and Agile performance measures to accelerate capability adoption

- Transformed IT Service Desk into a career-development hub, improving delivery maturity, responsibility, and morale across IT operations.
- Managed enterprise adoption of proactive problem management and CMDB service mapping,

#### Compliance & Risk Enablement

- Designed and managed dashboards for Test Management, Service Desk and ESM Request Fulfillment performance, and Incident/Change reporting, enabling data-driven risk-informed decision-making
- Introduced requirements-based testing, test data modeling, and database testing practices to improve test coverage and traceability
- Partnered with asset and compliance teams to embed audit traceability into ITIL process reporting

#### **Quality Assurance Manager Healthcare & Insurance Technology — GeoAccess, Inc. Dec 1997-Sep 2006**

#### Systems & Process Expertise

- Managed the full test life-cycle for healthcare and insurance platforms with national data impact
- Oversaw GIS and cartographic software testing, ensuring demographic and geographic accuracy
- Integrated Census Bureau data into enterprise QA processes to enhance quality standards

#### Analysis & Reporting

- Produced quality metrics, risk evaluations, and executive progress, risk, and status reports
- Designed demographic and geographic data validation methods
- Supported analytic cartography validation for flagship offerings

#### Team Leadership

- Supervised and developed a team of five QA analysts, supporting skill development and role progression
- Authored Knowledge Management resources for training and user support
- Coordinated cross-functional collaboration to improve compliance adoption across business units

### SKILLS & TOOLS

#### Business Analysis & Process

- Agile/Scrum delivery, Product Ownership, Backlog Grooming, DevOps CI/CD
- Requirements Elicitation (UML, BPMN, BRDs, Agile Epics/Stories, Functional & Non-Functional)
- Process Design, Mapping, Performance Analysis, Workflow Optimization, Training, Knowledge Management
- Test Design & Management: Manual, Automated Regression, Database, API, UAT, Load/Performance

#### Compliance, Risk & Governance (GRG)

- Regulatory Frameworks: GDPR, HIPAA, SOX, SOC2, AML, BSA, FINRA, KYC, GLBA
- Compliance Controls, Tests, and Risk Assessment Management
- ServiceNow GRC, Vulnerability Management, Vendor Risk Management Modules

#### Data Analysis & Reporting

- Tools: Mathematica, R, Grafana, Power BI, Excel, Tableau, Looker, SQL, KQL
- AI/ML-Driven Dashboards & Reporting
- Data Modeling, Telemetry Mining, Incident/Trend Analysis
- Geographic & Spatial Data Testing (GIS, Census cartography, Demography datasets)

#### Enterprise Platforms & ITSM

- ServiceNow, BMC (Admin & Product Owner), Discovery, Case Management, Demand, Facilities, GRC, HR, ITSM, ESM, Legal, Security Ops, Service Mapping, Vendor Risk, Vulnerability Management
- iOffice, Rapid7, Workday, PeopleSoft, Apttus, Active Directory, Brass Ring, Azure, PagerDuty
- ITIL Leadership: Incident, Problem, Change, Knowledge, CMDB, Service Request
- AIOps (Azure): Event Correlation, Clustering, Trend Analysis
- Quality Clouds: Platform Health, Governance, Quality-Gating

### EDUCATION

University of Missouri, Master of Arts,

*Geography*

Washington University, Bachelor of Arts,

*Spanish and Portuguese*

Pontifical Catholic University of Rio de Janeiro

### LANGUAGES

Portuguese (fluent)

Spanish (fluent)

Levantine Arabic (intermediate)